



# Sarah's Circle

Helping Women Rebuild Their Lives

**Position Title:** Program Staff

**Supervised By:** Day Program Manager or Interim Housing Supervisor

**Supervises:** none

**Department:** Program

**Status:** Full-Time

**Position Description Updated:** December 2017

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## Summary

Program staff is responsible for fostering a safe and trauma informed environment. This includes welcoming all clients, providing information about services, and maintaining a respectful culture. When working at the front desk, program staff oversees administrative duties and clients activities. Occasional assistance with meals and support of volunteers is required. Specific work hours are determined based on program need and related flexibility.

## Responsibilities

### **Services (approximately 90% of the time)**

- **Welcome clients:** greet all individuals that enter the program; address immediate needs such as food, clothing, and medical attention; during initial visits, provide a facility tour and facilitate introductions with other staff (these activities might take place during multiple visits, depending on client's stated priority)
- **Provide information:** provide a program orientation; provide copies of client rights and responsibilities and the grievance procedure; assess for language barriers
- **Maintain a respectful culture:** respond to requests within a reasonable timeframe; interact with clients that are in distress without immediately giving consequences; use nonjudgmental language; listen and validate a wide range of emotions expressed by clients; assist with de-escalation within program space
- **Complete administrative duties and client activities:** answer the phone; monitor program entrance; organize and distribute mail; provide hygiene items; assist with laundry; oversee phones, computers, clothing closet; complete bed assignments (applies to Interim Housing)
- **Volunteer Collaboration:** welcome volunteers to the program; share information about services; provide guidance as needed; request that they sign in/out; communicate with the Volunteer Coordinator about volunteer activities
- Assistance with cooking and providing meals is occasionally required

### **Administration (approximately 10% of the time)**

- Maintain program related data
- When facility repairs are needed, ensure complete reporting to the designated staff member
- Attend mandatory staff meetings, including monthly All Staff meetings and monthly Program Staff meetings

- Participate in Sarah’s Circle annual Winter Walk

**Competencies**

- **Dependability:** attends work regularly, submits accurate documentation, and seeks guidance when needed
- **Teamwork:** establishes collaborative relationships with staff and volunteers
- **Receptive:** accepts feedback and identifies areas of growth
- **Interpersonal Skills:** communicates clearly (both written and verbally), seeks solutions, and demonstrates flexibility
- **Integrity:** keeps sensitive information confidential and adheres to personnel policies
- **Initiative:** brings questions to supervisor and seeks opportunities for further development
- Maintain current knowledge base by participating in educational or training opportunities, reading relevant publications, and maintaining professional networks

**Qualifications**

**Education**

- High school diploma required, bachelor’s degree in psychology, social work, or related social service field preferred

**Job Experience**

- At least one year of experience in social services required
- Experience working with individuals experiencing homelessness and/or a history of trauma preferred

**Health and Safety Requirements**

- Food sanitation license may be required
- Ability to lift approximately 20lbs
- Follow Occupational Safety and Health Administration (OSHA) through administrative updates compliant with federal law

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Staff Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor signature

\_\_\_\_\_  
Date

*This job description is not intended to be all inclusive and employee may perform other duties as appropriate.*